

CLAIMS

What is claimed is:

1 1. A method for establishing a connection with a user, the method
2 comprising the steps of:

3 receiving a request for agent contact from the user, wherein the
4 request includes an identifier associated with a web page being viewed by
5 the user;

6 transmitting the identifier associated with the web page to an agent
7 that will contact the user; and

8 establishing a connection between the user and the agent.

1 2. The method of claim 1 further including the step of displaying
2 the identified web page to the agent.

1 3. The method of claim 1 wherein the identifier associated with
2 the web page identifies the web page being viewed by the user at the time
3 of entering the request for agent contact.

1 4. The method of claim 1 wherein the request is received through
2 a web server.

1 5. The method of claim 1 wherein the connection established
2 between the user and the agent is a voice connection across a telephone
3 network.

1 6. The method of claim 1 wherein the identifier associated with
2 the web page is the web page uniform resource locator (URL). - 5

1 7. The method of claim 1 wherein the step of transmitting the
2 identifier associated with the web page to an agent further includes the
3 step of selecting an agent to contact the user.

1 8. The method of claim 7 wherein the agent is selected based on
2 the content of the web page being viewed by the user at the time the
3 request for agent contact is entered.

1 9. The method of claim 1 wherein the method is implemented in
2 a call processing environment.

1 10. A method for displaying information about a caller, the
2 method comprising the steps of:
3 receiving a telephone call;
4 identifying a telephone number associated with the received
5 telephone call;
6 identifying information about the caller based on the identified
7 telephone number;
8 generating a web page containing the identified information about
9 the caller, wherein the web page has an associated identifier; and
10 transmitting the identifier associated with the web page to an agent
11 that will answer the call.

- 1 11. The method of claim 10 further including the step of
2 displaying the identified web page to the agent.
- 1 12. The method of claim 10 further including the step of
2 establishing a connection between the caller and the agent.
- 1 13. The method of claim 10 wherein the identifier associated with
2 the web page is the web page uniform resource locator (URL).
- 1 14. The method of claim 10 wherein the step of transmitting the
2 identifier associated with the web page to an agent further includes
3 selecting an agent to answer the call.
- 1 15. The method of claim 14 wherein the agent is selected based on
2 the identified information about the caller.
- 1 16. The method of claim 10 wherein the method is implemented
2 in a call processing environment.
- 1 17. An apparatus for establishing a connection with a user, the
2 apparatus comprising:
3 a receiving mechanism configured to receive a request for agent
4 contact from the user, wherein the received request includes an identifier
5 associated with a web page being viewed by the user;
6 a communication mechanism configured to transmit the identifier
7 associated with the web page to an agent that will contact the user; and

8 a connection device configured to establish a connection between
9 the user and the agent.

1 18. The apparatus of claim 17 further including a display
2 mechanism configured to display the identified web page to the agent.

1 19. The apparatus of claim 17 wherein the receiving mechanism is
2 a web server.

1 20. The apparatus of claim 17 wherein the connection device is
2 further configured to select an agent to contact the user based on the
3 content of the web page being viewed by the user at the time the request
4 for agent contact is entered.

1 21. An apparatus for establishing a connection with a user, the
2 apparatus comprising:
3 means for receiving a request for agent contact from the user,
4 wherein the request includes an identifier associated with a web page
5 being viewed by the user;
6 means for transmitting the identifier associated with the web page
7 to an agent that will contact the user; and
8 means for establishing a connection between the user and the
9 agent.

1 22. The apparatus of claim 21 further including means for
2 displaying the identified web page to the agent.

1 23. The apparatus of claim 21 wherein the means for receiving is a
2 web server.

1 24. The apparatus of claim 21 wherein the means for establishing a
2 connection selects an agent to contact the user based on the content of the
3 web page being viewed by the user at the time the request for agent
4 contact is entered.

1 25. A computer software product including a medium readable by a
2 processor, the medium having stored thereon a sequence of instructions
3 which, when executed by the processor, causes the processor to:

4 receive a request for agent contact from the user, wherein the
5 request includes an identifier associated with a web page being viewed by
6 the user;

7 transmit the identifier associated with the web page to an agent
8 that will contact the user; and

9 establish a connection between the user and the agent.

1 26. The computer software product of claim 25 wherein the
2 sequence of instructions which, when executed by the processor, further
3 causes the processor to display the identified web page to the agent.

1 27. The computer software product of claim 25 wherein the
2 sequence of instructions which cause the processor to transmit the

3 identifier associated with the web page to an agent selects an agent to
4 contact the user.

1 28. The computer software product of claim 27 wherein the agent
2 is selected based on the content of the web page being viewed by the user
3 at the time the request for agent contact is entered.